WARRANTY POLICY

Revision E

Grid-Tied Photovoltaic Inverters, Combiners, monitoring, accessories

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Product Warranty & RMA Policy

1. Warranty Policy

Warranty Registration:
It is important that Solectria Renewables maintains updated information about the inverter location. Please visit http://www.solectria.com/registration and complete the information requested for each inverter. This will assist in making any warranty claims on the product.

The Solectria Renewables Warranty Policy is stated below.

1.1.1 Definitions:
Standard Limited Warranty: The initial warranty period provided for the product.
Extended Limited Warranty: A purchased warranty for a number of years after the expiration of the Standard Limited Warranty. Coverage is the same as the Standard Limited Warranty. The maximum number of years for entire warranty period is 20 years for certain products.
Parts Only Limited Warranty: A purchased warranty for a number of years after the expiration of the Standard Limited Warranty, includes Parts Only, additional charges apply for travel, labor, shipping.

1.1.2 Solectria Renewables Warranty Coverage:
Solectria Renewables Limited Warranties are provided by Solectria Renewables, LLC. ("Solectria Renewables") and cover defects in workmanship and materials. Solectria Renewables' price for the products is based on inclusion of these limited warranty provisions and disclaimers. In the event of a conflict between the terms of this Limited Warranty and any terms and conditions proposed by purchasers of Solectria Renewables' products, these Limited Warranty provisions shall govern the parties' obligations with respect to warranty coverage for defective products.

Product Description	Standard Limited Warranty	Extended Limited Warranty	Parts Only Limited Warranty
PVI 1800, PVI 2500	5 years (60 months)	Not Available	Not Available
PVI 3000S, PVI 4000S, PVI 5000S, PVI 5300, PVI 6500, PVI 7500	10 years (120 months)	Not Available	Not Available
PVI 3800TL, PVI 5000TL, PVI 6000TL, PVI 7600TL	10 years (120 months)	Up to additional 10 years available	Not Available
PVI 10KW, PVI 13KW, PVI 15KW	5 years (60 months)	Up to additional 15 years available	Up to additional 15 years available
PVI 14TL, PVI 20TL, PVI 23TL, PVI 28TL	10 years (120 months)	Up to additional 10 years available	Not Available
PVI 50KW, PVI 60KW, PVI 75KW, PVI 85KW, PVI 100KW	5 years (60 months)	Up to additional 15 years available	Up to additional 15 years available

SGI 225, SGI 250, SGI 266, SGI 300, SGI 500, SGI 500PE, SGI 500XT, SGI 500XTM, SGI 750XTM	**5 years (60 months)**	**Up to additional 15 years available**	**Up to additional 15 years available**
SolrenView DAS hardware, AIR	**5 years (60 months)**	**Not Available**	**Not Available**
STRCOM, DISCOM 3R, DISCOM 4, ARCCOM	**5 years (60 months)**	**Not Available**	**Not Available**
Revenue Grade Meters	**1 year (12 months)**	**Not Available**	**Not Available**

1.1.3 Warranty start date:

Solectria Renewables warranty begins on the date of shipment to the end user, or no later than 4 months from the date of shipment by Solectria Renewables.

1.1.4 Duration of Solectria Renewables Extended Warranty Period:
If a warranty extension has been purchased, the term is defined as an extension beyond the initial Standard Limited Warranty period. For example, if Standard Limited Warranty is 5 years and a 5 year extension is purchased, the term becomes 10 years (120 months) from date of shipment.

If Solectria Renewables repairs or replaces a product, its warranty continues for the remaining portion of the original Warranty Period or 90 days from the date of the repair of the inverter or replacement shipment to the customer, whichever is greater.

Solectria Renewables' obligation to repair or replace a defective product under this warranty is contingent upon Solectria Renewables receiving full and timely payment for the warranted products and associated shipping charges. Solectria Renewables Warranty Coverage is voidable, at Solectria Renewables' sole option, if full payment for products and associated shipping charges are not received in full and in a timely manner by Solectria Renewables. Please contact Solectria Renewables Customer Service for further details on other products.

1.1.5 Standard or Extended Limited Warranty Coverage:
Solectria Renewables will, at its sole option, repair or replace the defective product free of charge, provided that Solectria Renewables is notified of the product defect within the Warranty Period for the product, and provided that Solectria Renewables, through inspection, establishes the existence of such a defect and that it is covered by the Limited Warranty.

Solectria Renewables will, at its sole option, use new and/or reconditioned parts in performing warranty repair and/or replacements. Solectria Renewables reserves the right to use parts or products of original or improved design in the repair or replacement of the product. All replaced products and all parts removed from repaired products become the property of Solectria Renewables.

Solectria Renewables will attempt to repair the unit within a reasonable time period. No provision will be made for reimbursement of lost energy production.

1.1.6 Parts Only Limited Warranty Coverage:

The parts only warranty includes parts needed to provide repairs to the product. Solectria Renewables will, at its sole option, use new and/or reconditioned parts in performing warranty repair and/or replacements. Solectria Renewables reserves the right to use parts or products of original or improved design in the repair or replacement of the product. All replaced products and all parts removed from repaired products become the property of Solectria Renewables.
All labor, travel, expenses and shipping are excluded from this warranty and an estimate must be paid prior to dispatching a technician.

1.1.7 For three-phase inverters PVI 10kW – 15kW, PVI 50kW – 100kW, SGI 225kW – 500kW and all SGIXT models:
Within the Continental United States and Canada: Solectria Renewables warranty covers parts, travel and labor necessary to repair the product and shipment of parts to and from the customer via a Solectria Renewables-selected non-expedited surface freight.

Outside of the Continental US: For Alaska, Hawaii and all other installation locations Solectria Renewables will supply necessary parts and labor as needed for warranty repairs; however, travel is not included. Solectria Renewables will only provide non-expedited freight shipping of parts. The warranty does not include customs fees, broker fees or other taxes that may be imposed by any government agency

1.1.8 For three-phase inverters PVI 14TL, PVI 20TL, PVI 23TL, PVI 28TL and single-phase inverters 7.6kW and lower:
Solectria Renewables warranty covers replacement inverters or parts necessary to repair the product and shipments of parts or replacement inverters to and from the customer via a Solectria Renewables-selected non-expedited surface freight within the contiguous United States and Canada.
For Alaska, Hawaii and all other installation locations Solectria Renewables will cover the cost of return shipment of product one way from the customer. The warranty does not include customs fees, broker fees or other taxes that may be imposed by any government agency.

2.0 Obtaining Service:

2.1.1 For three-phase inverters PVI 10kW – 15kW, PVI 50kW – 100kW, SGI 225kW – 500kW and all SGIXT models:
If your product requires troubleshooting or warranty service, contact the installer or place of purchase. If you are unable to contact the installer/place of purchase or they are unable to provide service, contact Solectria Renewables directly at the number listed on the website in the customer service section for your product.

The end user/customer site must allow full access to the equipment for Solectria Renewables to provide on-site service. Access includes removal of snow/debris and opening of locked gates. Solectria Renewables may send personnel to a jobsite or contract authorized, trained service personnel to service/replace components. For remote locations we require additional personnel

to be on site for safety. This must be provided by the customer/installer at no charge to Solectria Renewables. If customer/installer is unable to provide additional person service may be delayed or denied.

Reimbursement for contracted services: Solectria Renewables must authorize payment for designated service personnel before work is performed. This authorization will cover a predetermined reimbursement amount.

2.1.2 For three-phase inverters PVI 14TL, PVI 20TL, PVI 23TL, PVI 28TL and single-phase inverters 7.6kW and lower:

If your product requires troubleshooting or warranty service, contact the installer or place of purchase. If you are unable to contact the installer/place of purchase or they are unable to provide service, contact Solectria Renewables directly at the number listed on the website in the customer service section for your product.

Direct returns may be performed according to the Solectria Renewables Return Material Authorization Policy. There is a flat rate for inverter replacements, does not include troubleshooting.

Solectria Renewables supplies replacement inverters on an exchange basis, you may receive a refurbished “like new” that is functionally equivalent to the inverter being replaced. The defective inverter must be returned to Solectria Renewables within 20 days following exchange. Failure to return the unit will result in a charge to the recipient. Solectria Renewables may require a credit card to hold for charging in the event the inverter is not returned.

2.1.3 For String Combiners (all models), External SolrenView Hardware, Accessories

If your product requires troubleshooting or warranty service, contact the installer or place of purchase. If you are unable to contact the installer/place of purchase or they are unable to provide service, contact Solectria Renewables directly at the number listed on the website in the customer service section for your product.

Direct returns may be performed according to the Solectria Renewables Return Material Authorization Policy. There is no reimbursement for labor on non-inverter issues or for troubleshooting.

Solectria Renewables supplies replacement equipment on an exchange basis, you may receive a refurbished “like new” that is functionally equivalent to the equipment being replaced. The defective equipment must be returned to Solectria Renewables within 20 days following exchange. Failure to return the unit will result in a charge to the recipient.

2.2 Information required for any claim:

In any warranty claim, dated proof of purchase must accompany the product and the product must not have been disassembled or modified without prior written authorization by Solectria Renewables.

Proof of purchase may be in any one of the following forms:
- The dated purchase receipt from the original purchase of the product at point of sale to the end user, or
- The dated distributor or dealer/installer invoice or purchase receipt showing original equipment manufacturer (OEM) status, or
- The dated invoice or purchase receipt showing the product exchanged under warranty or Solectria can locate our records if a valid serial number of the product is provided.

It is advisable to use the on line registration http://www.solectria.com/registration for Solectria Renewables to have the updated information on the product location.

Solectria Renewables provides technical assistance Monday-Friday, 8:30am-7pm EST and on- call technical support is provided outside normal business hours.

2.3 What does the Solectria Renewables warranty not cover?

Solectria Renewables Limited Warranties do not cover normal wear and tear of the product or costs related to the removal, installation, or troubleshooting of the customer's electrical systems. These warranties do not apply to and Solectria Renewables will not be responsible for any defect in or damage to:

a) The product, if it has been misused, neglected, improperly installed, physically damaged or altered, either internally or externally, or damaged from improper use or use in an unsuitable environment including extreme temperatures that exceed the specified ranges in the operation manual;
b) The product, if it has been subjected to fire, water, corrosion(including rust), biological infestations, acts of God or input voltage that creates operating conditions beyond the maximum or minimum limits listed in the Solectria Renewables product specifications including high input voltage from generators or lightning strikes;
c) The product, if repairs have been made to it other than by Solectria Renewables or its authorized, trained service personnel;
d) The product, if it is used as a component part of a product expressly warranted by another manufacturer;
e) The product, if its original identification (trademark, serial number) markings have been defaced, altered, or removed;
f) The product, if it has been damaged in shipping (unless approved in writing by Solectria Renewables);
g) The product, if damaged by customer connections or any items installed by customer or installation company including third party monitoring;
h) Any installation and operation beyond the scope covered by relevant safety regulations (UL1741, NFPA 70, etc.);
i) Third party monitoring equipment;
j) Failure to perform Preventative Maintenance may void the warranty.

3. 0 DISCLAIMER

SOLECTRIA RENEWABLES LIMITED WARRANTIES ARE THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY SOLECTRIA RENEWABLES IN CONNECTION WITH YOUR SOLECTRIA RENEWABLES PRODUCT AND ARE, WHERE PERMITTED BY LAW, IN LIEU OF ALL OTHER WARRANTIES, CONDITIONS, GUARANTEES, REPRESENTATIONS, OBLIGATIONS AND LIABILITIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE IN CONNECTION WITH THE PRODUCT, HOWEVER ARISING (WHETHER BY CONTRACT, TORT, NEGLIGENCE, PRINCIPLES OF MANUFACTURER'S LIABILITY, OPERATION OF LAW, CONDUCT, STATEMENT OR OTHERWISE), INCLUDING WITHOUT RESTRICTION ANY IMPLIED WARRANTY OF MERCHANTABILITY OR CONDITION OR QUALITY OF THE PRODUCT, ANY IMPLIED WARRRANTY OF FITNESS FOR A PARTICULAR PURPOSE, OR ANY IMPLIED WARRANTY OF DISTRIBUTOR OR DEALER/INSTALLER ABILITY, ALL OF WHICH ARE EXPRESSLY DISCLAIMED TO THE FULLEST EXTENT PERMITED BY LAW.

ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR ANY IMPLIED WARRANTY OF DISTRIBUTOR OR DEALER / INSTALLER ABILITY, TO THE EXTENT REQUIRED UNDER APPLICABLE LAW TO APPLY TO THE PRODUCT, SHALL BE LIMITED IN DURATION TO THE PERIOD STIPULATED UNDER THIS LIMITED WARRANTY, TO THE FULLEST EXTENT PERMITTED BY LAW.

IN NO EVENT WILL SOLECTRIA RENEWABLES, INCLUDING ITS SUPPLIERS, MANUFACTURERS, VENDORS, SUBCONTRACTORS, DISTRIBUTORS, DEALERS AND ANY OTHER AFFILIATES BE LIABLE FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSSES, COSTS OR EXPENSES HOWEVER ARISING WHETHER IN CONTRACT OR TORT INCLUDING WITHOUT RESTRICTION ANY ECONOMIC LOSSES OF ANY KIND, ANY LOSS OR DAMAGE TO PROPERTY, INCLUDING LOSS OF USE AND INTANGIBLE HARM OF ANY KIND, AND ANY PHYSICAL DAMAGE OR OTHER DAMAGE ARISING FROM OR AS A RESULT OF ANY USE, MISUSE OR ABUSE OF THE PRODUCT, OR THE INSTALLATION, INTEGRATION OR OPERATION OF THE PRODUCT, REGARDLESS OF WHETHER SUCH INSTALLATION, INTEGRATION OR OPERATION WAS PERFORMED PROPERLY OR IMPROPERLY.

Solectria Renewables neither assumes nor authorizes any other person to assume for it any other liability in connection with the repair or replacement of the Product.

Exclusions of the Policy:

If your product is a consumer product, the applicable law may not permit exclusion of implied warranties. To the extent permitted by the applicable law such warranties are limited to the duration of this Limited Warranty. Some jurisdictions do not allow any limitations on the duration of an implied warranty, or exclusions on implied warranties, or on the limitation or exclusion of incidental or consequential damages, so the above limitation(s) or exclusion(s) may not apply to you. This Limited Warranty gives you specific legal rights. You may have other rights, which may vary from state to state or province to province.

WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, UNLESS SPECIFICALLY AGREED TO BY IT IN WRITING, SOLECTRIA RENEWABLES

(a) MAKES NO WARRANTY AS TO THE ACCURACY, SUFFICIENCY OR SUITABILITY OF ANY TECHNICAL OR OTHER INFORMATION PROVIDED IN MANUALS OR OTHER DOCUMENTATION PROVIDED BY IT IN CONNECTION WITH THE PRODUCT; AND

(b) ASSUMES NO RESPONSIBILITY OR LIABILITY FOR LOSSES, DAMAGES, COSTS OR EXPENSES, WHETHER SPECIAL, DIRECT, INDIRECT, CONSEQUENTIAL OR INCIDENTAL, WHICH MIGHT ARISE OUT OF THE USE OF SUCH INFORMATION.

THE USE OF ANY SUCH INFORMATION WILL BE ENTIRELY AT THE USERS' RISK.

WARNING: LIMITATIONS ON USE
Please refer to your product user manual for limitations on uses of the product. Specifically, please note that Solectria Renewables' products are not intended for use in connection with life support systems and Solectria Renewables makes no warranty or representation in connection with any use of the product for such purposes.

4.0 Return Material Authorization Policy

Please review our Return Merchandise Authorization Policy below.

4.1 Obtaining a required Return Material Authorization:

Before returning a product directly to Solectria Renewables you must obtain a Return Material Authorization (RMA) number and the correct factory "Ship To" address. Products must also be shipped prepaid. Product shipments will be refused and returned at your expense if they are not authorized, returned without an RMA number clearly marked on the outside of the shipping box, if they are shipped collect, or if they are shipped to the wrong location. Refer to the terms and conditions statement provided when the item was purchased for details. Restocking fees may apply.

4.2 Information Solectria Renewables needs when you are obtaining service:

1) The model name and serial number of your product

2) The reason for return

Preparing the product for shipping:

1) Package the unit safely, preferably using the original box and packing materials. Please ensure that your product is shipped fully insured in the original packaging or equivalent. This warranty will not apply where the product is damaged due to improper packaging.

2) Include the following:

a. The RMA number supplied by Solectria Renewables clearly marked on the outside of the box.

b. A return address to which the unit can be shipped. Post office boxes are not acceptable.

c. A contact telephone number where you can be reached during work hours.

d. A brief description of the problem.

Ship the unit prepaid to the address provided by your Solectria Renewables' customer service representative.

Returning a product from outside of the USA or Canada:

In addition to the above, you MUST include return freight funds and are fully responsible for all documents, duties, tariffs, and deposits.